

ABSTRACT OF THE DISCLOSURE

Embodiments of the present invention provide an integrated methodology that simplifies upgrade choices for complex computer products through the use of automation and integration of product monitoring and business applications with, for example, web based capabilities. Historical information for computer systems is collected and transmitted to a remote support system. Over time, sufficient historical data provides a historical view of the systems indicative of usage and facilitating the choice of product enhancements, upgrades and customization. Further, this historical view may be integrated with the advances in the product that are kept by the remote support system as well as with the performance requirements of third party application providers.

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